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Georgia Public Service Commission

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June 25, 2010

Received & Inspected

AUG - 2 2010
FCC Mail Room

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2009 through May 31, 2010
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Georgia Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Georgia to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Georgia. The State of Georgia's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation

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List ABCDE

- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- CapTel Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Georgia Relay has received a total of 41 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2009 through May 31, 2010.

Please feel free to contact myself at 404-656-0995 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Georgia Relay 2010 FCC Complaint Report

6/1/09 to 5/31/10

Service Complaints--CA Did not Keep User Informed

*Inquire Date 2/1/2010
Record ID 20970
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 2/1/2010
Resolution Date 2/1/2010*

Customer stated that the CA did not type "ringing" or "answering machine" on a call twice this morning. Customer also stated that the CA gave information that was not verbatim for the greeting on the answering machine.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Hung Up on Caller

*Inquire Date 1/6/2010
Record ID 20787
Call Taken By Supervisor
CA Number 5008
Responded By Ebony
Response Date 1/1/2010
Resolution Date 1/1/2010*

Customer stated that a family member was calling her through the relay and the CA was announcing the relay, the customer was saying "okay" to let the CA know that she was familiar with the relay. The customer stated that the CA continued to announce the relay although the customer kept saying "okay". CA then hung up on the terminating party.

Supervisor forwarded call information to the technical department. The technical department discovered the CA did disconnect the call. CA was terminated and customer was notified.

Service Complaints--CA Hung Up on Caller

*Inquire Date 4/10/2010
Record ID 21383
Call Taken By Lead CA
CA Number 5116
Responded By Qulawann
Response Date 4/10/2010
Resolution Date 4/10/2010*

Customer stated that CA disconnected the call when they requested 911.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Misdialed Number

*Inquire Date 12/9/2009
Record ID 20623
Call Taken By Supervisor
CA Number 9041
Responded By LaShonda
Response Date 12/11/2009
Resolution Date 12/11/2009*

Customer stated that the wrong number was dialed and requested a credit for their call.

Customer Service apologized and requested a copy of the customer's bill when received for possible reimbursement. Customer Service offered the mailing address to send their bill. Customer understood.

Service Complaints--CA Misdialed Number

Customer stated that the CA dialed the incorrect number and inquired if they would be charged since the customer hung up right away.

*Inquire Date 1/18/2010
Record ID 20863
Call Taken By Customer Service
CA Number
Responded By Jody
Response Date 1/18/2010
Resolution Date 1/18/2010*

Supervisor explained that if the call was disconnected before the line was answered, there should be no charge for the call. Supervisor explained that if a bill was received to contact the relay for possibly reimbursement. Customer was satisfied.

Service Complaints--CA Typing

Customer stated that they were unable to communicate with the TTY user, as the CA stopped typing and did not respond.

*Inquire Date 3/11/2010
Record ID 21161
Call Taken By Lead CA
CA Number 5156
Responded By Charod
Response Date 3/11/2010
Resolution Date 3/11/2010*

Customer Service forwarded information to the technical department. The technical department discovered that the call occurred during a technical issue at the relay, which was resolved at that time. Customer Service notified the customer and apologized for any inconvenience. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls through the relay.

*Inquire Date 6/16/2009
Record ID 19222
Call Taken By Customer Service Rep
CA Number
Responded By LaShonda
Response Date 6/16/2009
Resolution Date 6/16/2009*

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls through the relay.

*Inquire Date 6/26/2009
Record ID 19301
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/26/2009
Resolution Date 6/26/2009*

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has stated that his bank called him to inform him that someone is using our relay to try to gain access to his bank account.

*Inquire Date 6/27/2009
Record ID 19344
Call Taken By Supervisor
CA Number
Responded By Latrice
Response Date 6/27/2009
Resolution Date 6/27/2009*

Supervisor suggested that the customer report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls through the relay.

*Inquire Date 8/24/2009
Record ID 19703
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 8/24/2009
Resolution Date 8/24/2009*

Customer suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls through the relay.

*Inquire Date 9/10/2009
Record ID 19816
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 9/10/2009
Resolution Date 9/18/2009*

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing or fraudulent telephone calls through the relay.

*Inquire Date 11/10/2009
Record ID 20402
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 11/11/2009
Resolution Date 11/11/2009*

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls through the relay.

***Inquire Date 12/14/2009
Record ID 20661
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 12/14/2009
Resolution Date 12/17/2009***

Customer suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls through the relay.

***Inquire Date 2/18/2010
Record ID 21043
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 2/18/2010
Resolution Date 2/18/201***

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls through the relay.

***Inquire Date 4/15/2010
Record ID 21418
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 4/15/2010
Resolution Date 4/15/2010***

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

Service Complaints--Miscellaneous

Customer inquired about using text messaging to contact the relay using his cell phone.

***Inquire Date 8/25/2009
Record ID 19727
Call Taken By Supervisor
CA Number 6407
Responded By Chera
Response Date 8/25/2009
Resolution Date 8/25/2009***

Supervisor explained that we do not have any such service in place at this time. Customer understood.

Service Complaints—Miscellaneous

Customer stated that they recently have experienced longer waits before a CA answers and the CAs are not handling their calls properly.

Inquire Date 12/18/2009

Record ID 20680

Call Taken By Supervisor

CA Number

Responded By LaShonda

Response Date 12/21/2009

Resolution Date 12/21/2009

Customer Service apologized and explained that the relay had experienced higher call volumes due to the holidays. Customer understood. Customer Service inquired specific call information but customer refused.

Service Complaints—Miscellaneous

Customer stated that she gave CA the number to dial and the CA had to ask the customer to repeat the number three times. Customer requested a different CA to process their call.

Inquire Date 1/26/2010

Record ID 20925

Call Taken By Lead CA

CA Number 5115

Responded By Savarrah

Response Date 1/26/2010

Resolution Date 1/26/2010

Lead CA apologized and replaced the CA, call was processed. CA was counseled and customer was satisfied.

Service Complaints—Miscellaneous

Customer stated that their mother received a telephone bill through Sprint for a call for relay calls, but their mother is not a relay user. was a charge from Sprint from the relay and did not think this was fair customer's mother is not a relay user.

Inquire Date 4/12/2010

Record ID 21411

Call Taken By Lead CA

CA Number

Responded By LaShonda

Response Date 4/13/2010

Resolution Date 4/13/2010

Customer Service apologized and requested a copy of the bill. Customer Service explained how relay bills calls. Customer understood and stated that they would contact Sprint.

***Technical Complaints—Line
Disconnected***

Customer stated that their calls through the relay had been disconnected. CA on this call informed customer that there was trouble on the line. Customer requested a Supervisor to process call.

Inquire Date 6/6/2009

Record ID 19148

Call Taken By Lead CA

CA Number

Responded By Cherylen

Response Date 6/6/2009

Resolution Date 6/6/2009

Supervisor assisted the CA to process the call without any further problems or without a premature disconnect.

CapTel—Complaints**Dialing/Setup - Call Waiting.**

Inquire Date 6/8/2009
Record ID 123412
Call Taken By CTI
CA Number
Responded By J.S.
Response Date 6/8/2009
Resolution 6/8/2009

Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel—Complaints**Dialing/Setup - Call Waiting.**

Inquire Date 7/22/2009
Record ID 131620
Call Taken By CTI
CA Number
Responded By MMA
Response Date 7/22/2009
Resolution 7/22/2009

Advised customer to add a comma after programmed Call Waiting block code. This resolved previous inability to place outbound captioned call.

CapTel—Complaints**Dialing/Setup - Dialing Prefix.**

Inquire Date 8/06/2009
Record ID 134579
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 8/06/2009
Resolution 8/06/2009

Advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.

CapTel—Complaints**Dialing/Setup - Call Waiting.**

Inquire Date 8/06/2009
Record ID 134581
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 8/06/2009
Resolution 8/06/2009

Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.

CapTel—Complaints**Dialing/Setup - Call Waiting.**

Inquire Date 8/28/2009
Record ID 139042
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 8/28/2009
Resolution 8/28/2009

Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints**Dialing/Setup - Dialing Prefix.**

Inquire Date 9/22/2009
Record ID 143374
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 9/22/2009
Resolution 9/22/2009

Advised correspondent about proper programming of dialing prefix for outbound captioned calling.

CapTel--Complaints**Dialing/Setup - Call Waiting.**

Inquire Date 10/6/2009
Record ID 145717
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 10/6/2009
Resolution 10/6/2009

Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints**Dialing/Setup - Call Waiting.**

Inquire Date 10/21/2009
Record ID 148593
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 10/21/2009
Resolution 10/21/2009

Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints**Dialing/Setup - Dialing Prefix.**

Inquire Date 10/21/2009
Record ID 148610
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 10/21/2009
Resolution 10/21/2009

Advised customer to remove mistaken dialing prefix and insert correct one for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints**Accuracy of captions.**

Inquire Date 12/2/2009
Record ID 155920
Call Taken By CTI
CA Number
Responded By S.T.
Response Date 12/2/2009
Resolution 12/2/2009

Customer shared feedback regarding accuracy of captions, and provided specific call data. CS Rep apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.

CapTel—Complaints**Dialing Issue - Can't dial out in caption mode.**

Inquire Date 1/25/2010
Record ID 165108
Call Taken By CTI
CA Number
Responded By MMe.
Response Date 1/25/2010
Resolution 1/25/2010

Customer's helper called noting difficulty making a call. Investigation showed customer had a * in the dialed number and was advised to try their call again. Additionally, customer inquired if there was a way to know who was calling before picking up the handset. CSR advised she could order Caller ID service through her telephone service provider.

CapTel—Complaints**Dialing/Setup - Call Waiting.**

Inquire Date 1/26/2010
Record ID 165278
Call Taken By CTI
CA Number
Responded By R.C.
Response Date 1/26/2010
Resolution 1/26/2010

Customer reported being unable to make outgoing calls. CSR advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel—Complaints**Dial Tone - Not heard.**

Inquire Date 2/3/2010
Record ID 166686
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 2/3/2010
Resolution 2/3/2010

Customer reported no dial tone on his CapTel. CSR advised customer to perform a physical reset. This resolved the customer's experience.

CapTel—Complaints**Dialing/Setup - Call Waiting.**

Inquire Date 2/3/2010
Record ID 166791
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 2/3/2010
Resolution 2/3/2010

Customer was unable to dial out with captions. CSR advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.

CapTel—Complaints**Dial Tone - Not heard.**

Inquire Date 2/8/2010
Record ID 167321
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 2/8/2010
Resolution 2/8/2010

Customer reported no dial tone on their CapTel phone. CSR advised customer to do a physical reset. Confirmed this resolved issue.

CapTel--Complaints

Dial Tone - Not heard.

*Inquire Date 2/24/2010
Record ID 170286
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 2/24/2010
Resolution 2/24/2010*

Customer's helper reported no dial tone on the CapTel. CSR advised a physical reset. This resolved the customer's experience.

CapTel--Complaints

Dialing/Setup - Call Waiting.

*Inquire Date 2/25/2010
Record ID 184357
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 2/25/2010
Resolution 2/25/2010*

Customer's helper reported inability to dial out. CSR advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Dial Tone - Not heard.

*Inquire Date 3/3/2010
Record ID 171635
Call Taken By CTI
CA Number
Responded By K.P.
Response Date 3/3/2010
Resolution 3/3/2010*

Customer's helper said the phone no longer had a dial tone. CSR advised helper to perform a physical reset which resolved the customer's experience.

CapTel--Complaints

Dialing/Setup - Call Waiting.

*Inquire Date 4/5/2010
Record ID 177087
Call Taken By CTI
CA Number
Responded By M.P.
Response Date 4/5/2010
Resolution 4/5/2010*

Customer's niece called and stated that customer is unable to place captioned calls. CSR advised customer's niece to remove the mistaken call waiting block entered in the menu of customer's CapTel phone. Confirmed this resolved customer's experience.

CapTel--Complaints

Dial Tone - Not heard.

*Inquire Date 5/17/2010
Record ID 183927
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 5/17/2010
Resolution 5/17/2010*

Customer reported having no dial tone on her CapTel phone. CSR advised performing a physical reset of the phone. Confirmed customer is now using the CapTel phone successfully.

CapTel—Complaints

Dial Tone - Not heard.

Inquire Date 05/21/2010

Record ID 184818

Call Taken By CTI

CA Number

Responded By J.L.

Response Date 05/21/2010

Resolution 05/21/2010

Customer reported no dial tone heard on the CapTel. After further troubleshooting, CSR advised customer to contact issuing agency for repair or replacement.